



Job Description

Job Details:

Job title:	Driver/Passenger Assistant
Salary:	Scale 7, £19,868 per annum
Hours:	37 hours a week
Managed by:	Community Transport Co-ordinator
Responsibility for:	Passenger safety
External Relationships:	Service users

Main Purpose of Job:

To assist in establishing and maintaining an effective, safe and accessible CATT community transport service.

Principal Accountabilities

1. Work to a schedule of duties which consist of transporting passengers to/from various destinations.
2. Carry out a daily maintenance check of the designated vehicle and its equipment and ensure the vehicle is clean and presentable and to the required standard.
3. Assist in the gathering of statistical information by the completion of daily records i.e. vehicle, passenger and driver records.
4. Be accountable for the collection, reconciliation and hand over of fare/token monies.
5. Work in a helpful, caring, confidential manner and assist passengers as and when required.
6. Refer passenger complaints and issues about the service to the Community Transport Co-ordinator.
7. Report immediately to the Community Transport Co-ordinator, any changes which may affect the validity of your driving licence and work in conjunction with HWCP to ensure relevant driving legislation is followed.
8. Report immediately to the Community Transport Co-ordinator in writing any faulty equipment or vehicle faults.
9. Report immediately to the Community Transport Co-ordinator, all traffic incidents/accidents or any accidents affecting passengers and complete all relevant paperwork at first opportunity/ 24 hours.
10. To undertake a MiDAS training course and gain the relevant qualification.

General Accountabilities

1. Duties must be carried out within the commitment of the HWCP to the promotion of community involvement, equal opportunities and environmental sustainability in its own work and throughout the programmes it supports.
2. Ensure that the output and quality of work is of a high standard, working in a way that contributes to the continuous improvement of the quality of the service being delivered.
3. Be aware of current Health and Safety regulations. Work carried out must accord with current legislation, regulations, codes of conduct, procedures and policies of HWCP.
4. All employees have a responsibility for their own safety and must not endanger that of colleagues/visitors in the workplace. They must ensure that safe working practices are adopted and a safe working environment maintained in work areas they are responsible for.
5. To develop and maintain a detailed knowledge of relevant statutory and administrative requirements and regulations and to keep an up-to-date knowledge and understanding of issues relevant to this post.
6. To attend staff meetings, participate in training and professional development, negotiate and work towards targets and deadlines as agreed with the Line Manager.
7. To participate in staff supervision sessions and employee development reviews.
8. To undertake such other tasks as may reasonably be required commensurate with the grading and nature of the post.

HARTCLIFFE AND WITHYWOOD COMMUNITY PARTNERSHIP

Driver/Passenger Assistant

EMPLOYEE SPECIFICATION

Essential Criteria

1. Must hold a full clean UK (manual) driving licence, with at least D1 entitlement for at least 2 years.
2. Applicants must be able to drive a minibus sized vehicle.
3. No motoring convictions for at least five years and no bans for at least ten years.
4. An ability to pass the MiDAS (Minibus Driver Awareness Scheme) Certificate.
5. Flexible approach to duties and working patterns.
6. An ability to communicate effectively, both written and verbally.
7. A commitment to teamwork with other members of staff.
8. Ability to carry out daily vehicle checks.
9. A responsible and caring attitude.
10. Able to work well unsupervised.
11. An understanding of Health and Safety Issues.
12. Able to assist passengers with mobility issues on and off the vehicle.
13. Commitment to the promotion of community involvement, equal opportunities and environmental sustainability.

Desirable Criteria

1. Knowledge of the local area and understanding of opportunities and challenges presented to people living in Hartcliffe & Withywood or similar areas.